

# Boylston COA Van

## Policy and Procedures

The Council on Aging Van is available for transportation for residents who are aged 60 or older. Those under 60 (and over 18 years of age) with a disability are also eligible.

- **The COA van is a SHARED service.** The COA works to accommodate ALL passengers' requests but there will inevitably be waits or delays due to daily schedules, traffic, etc.
- Residents who are temporarily or permanently living outside the Town of Boylston due to residence in an assisted living facility, nursing home, acute care center, rehabilitation facility, hospital or other facility for any reason, are not eligible for COA van transportation.
- The COA Van is designed to provide limited transportation for residents providing that such persons do not have access to any other transportation arrangements.
- The COA Van will in certain circumstances, as deemed necessary and appropriate by the COA Coordinator, deliver groceries from the Boylston Food Pantry to Boylston elders and residents who are in need of this service and qualify financially for food from the Food Pantry.
- Special programs and trips sponsored by the Boylston COA may utilize the COA Van.
- There is no fee for using the COA Van, but there is a suggested donation amount of \$4.00 which will go to support the COA Van service exclusively.

### ***Van Scheduling***

- Transportation services are available Mondays – Thursdays, 8:00am – 2:00pm, except for holidays. The van is closed for ALL state holidays. When town offices are closed, the COA office & van are closed.
- The **COA Van gives priority to medical appointments** but otherwise is available on a first- come, first-serve basis. Passengers are required to share the vehicle with other passengers. **Liquor store stops are not permitted.**
- Passengers must fill out a "Boylston Transportation Form" which includes emergency contact information.

- Reservations should be made 48 hours in advance; Monday and Tuesday reservations needs to be made by 12pm the previous Thursday. Do not ask the driver to make extra stops beyond your scheduled stops.

### ***Passenger Pickup/Dropoff***

- Our transportation service is curb-to-curb pickup and drop off only. Passengers riding the van must be able to get to the van and on and off the van independently (or with lift usage). If that is not possible the rider must bring an escort/PCA with them for assistance. Please let the office know who will be accompanying you. Anyone not listed on the van schedule will NOT be permitted to board.
- The COA reserves the right to restrict driveway pickup if the road, driveway, street traffic or situation is deemed unsafe.
- Riders are expected to be ready 15 minutes in advance of your scheduled pick up time. Please allow a 30-minute window (15 minutes prior and 15 minutes after pick-up time). The van will only wait 5 minutes at your address.
- If you are a no-show for your trip, your return trip is automatically cancelled.
- Please provide the best number to reach you at on the day of the appointment when you schedule your ride
- Drivers are not permitted to accept information regarding appointments, cancellations, or changes. **You must call the COA office.**
- **Drivers must follow their assigned schedules and are not allowed to make last-minute changes to the schedule in order to accommodate passenger requests.** If you need to make multiple stops during a single transportation appointment, please be sure to provide that information at the time you make the reservation so that we can schedule appropriately.
- **Passengers must be able to carry their bags and belongings themselves.** Drivers are not permitted to carry items into resident's homes.
- **Passengers are not permitted to ride the van with no destination or purpose.**
- The Van driver is not allowed to accept tips of any amount.
- Passenger safety is of paramount importance; if the COA deems usage of the lift is necessary for resident safety, the resident must comply or risk van privileges being revoked.

### ***Cancellations***

- Cancellations should be made as early as possible by calling the COA -at least the day before.
- Passengers with recurring appointments must notify the COA as early as possible if you do not need services on a particular day.
- Continued last minute cancellations may result in losing transportation privileges.

### ***Wheelchair/Walker Accessibility***

The COA also has a wheelchair accessible van (ADA compliant with wheelchair lift) so please let us know if you are using a wheelchair or require the lift due to walker use. The van driver will operate the wheelchair lift and secure the wheelchair or walker inside the van. If a passenger cannot propel their own wheelchair to and from the van, they must have an escort to assist them. The drivers cannot provide personal care or extra assistance. Please be sure to indicate if an escort is accompanying you when you make your reservation as we need to make sure there is sufficient seating capacity.

### ***Van Safety***

- All passengers are required to wear seatbelts. You may ask the driver for assistance in securing the seatbelt.
- Eating, drinking, and smoking (including e-cigarettes & vapes) are prohibited on and around the van.
- Individuals who travel with medical equipment may be required to have a second individual travel with them.
- In the case of a medical emergency, the van driver will call 911; van drivers are CPR certified and will provide CPR if needed until medical attention arrives.
- The Van Driver and the Council on Aging are not responsible for anything left unattended in the van.
- No pets are permitted on the van unless they are trained serviced animals.
- Van service will be refused to riders who engage in disruptive or unsafe conduct.
- Riders may not operate the van including opening the back door -the van driver will be happy to assist you by operating the back door.

### ***Inclement Weather***

- In the event of inclement weather, van service may be cancelled for the day. On days that Boylston schools are closed/delayed due to weather, the van service will also be closed/delayed. The COA reserves the right to occasionally cancel van service for van maintenance/service or staff shortages. If the COA Coordinator or van scheduler cancels van service, clients will be notified by phone.

### **Limitations**

- Passengers must be independent and able to walk or self-propel a wheelchair safely; passengers who are deemed by COA Coordinator to be at risk riding alone will be required to have a companion.
- Drivers are responsible to secure wheelchairs and other devices on the lift and into the van.
- Drivers cannot handle wheelchairs or physically assist riders once they disembark the van.
- Drivers cannot assist with groceries at a rider's home
- Passengers are not permitted to eat or drink on the van (only drinking water is permitted).
- Passengers are requested to not ask drivers to add unscheduled stops on their route; passengers must contact the COA ahead of time to schedule any stops. Van drivers are not permitted to change the schedule. The COA Coordinator or Assistant will use discretion in adding any unplanned stops to the schedule.
- Drivers are not permitted in the homes of passengers.
- Every effort will be made to maintain our schedule; however, the Boylston COA cannot guarantee your pick up and drop off times.
- Van rides may be cancelled with limited notice due to circumstances beyond our control.
- When Boylston schools are cancelled due to inclement weather, our van will not transport.
- These policies are subject to change without notice.

## **Boylston Council on Aging Van**

### **Scheduling a Ride**

For your convenience, a summary of our transportation service policy is provided herein. The complete policy is available by contacting the COA.



**Provide the following information to book a ride:**

**Call 508-869-6132**

- Name, address and best phone number to reach you
- Date of your trip request
- If you use a mobility device (walker, wheelchair, cane, etc)
- If someone will be traveling with you to assist you
- Address where you will be picked up
- Exact address and location where you will be dropped off (you will be picked up at the same location for your return trip)
- Appointment time
- Return time (estimate your return pick-up time)

*Please note, if you will not be ready at your scheduled return time, call 508-869-6132 as soon as you know you will be late and may miss your return trip. A return trip is not guaranteed if you miss your scheduled pick up time.*

**Summary of Boylston COA Transportation Services**

- There is no cost to use the Boylston COA Van; however, there is a suggested donation amount of \$4.00 which will directly go to supporting the van service.
- **Please try to make your medical appointments during morning hours as the last van drop off time is 2pm.**
- Reservations must be made at least 48 hours in advance
- To make a reservation, call the COA at **508-869-6132**, Mondays – Thursdays between the hours of 8am and 2pm. If calling outside of these hours, please leave a message with your name and phone number so that the scheduler can call you back to book the reservation.
- When scheduling a ride for Monday or Tuesday, you must call by the previous Thursday by 11am to make your reservation.
- Transportation services are available Monday – Thursday, except for holidays.

- Van pick-ups start at 8:00am with the last pick-up to return home no later than 2:00pm.
- **Please be ready 15 minutes before your scheduled pick-up time** as we may need to accommodate more than one passenger. There is a 30 minute window for passenger pick-up.
- Passengers must be prompt at pick-up time. The COA reserves the right to leave after waiting 5 minutes.
- Transportation services must be within our service area.
- Transportation services are curbside pick-up and drop-off only.
- Emergency information must be on file at the COA for passengers riding the van.

Please sign and return last page to the COA Office.  
Contact the COA Office with any questions or clarifications –

COA Coordinator – (508) 869-6022  
COA Van Scheduler – (508) 869-6132

COA VAN TRANSPORTATION  
POLICIES AND PROCEDURES AGREEMENT

I have read and understand the Boylston Council on Aging Van Policies and Procedures. I agree to adhere to all COA rules and regulations, and I acknowledge the failure to follow any of the above-noted Policies and Procedures may result in termination of van usage. Please detach and return only this page to the COA office -please keep the other pages handy for periodic review. Thank you!

This policy has been reviewed and approved by the Town of Boylston Council on Aging.

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
COA Coordinator or Van Scheduler

\_\_\_\_\_  
Date